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Sally J. Werts	(Depositor's name)
<i>[Signature]</i>	(Signature)
1-10-13	(Date)

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/477,991	01/05/2000	BRYCE A. JONES	1264	1039

TITLE OF INVENTION: METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A WEB CALL CENTER

APPLN. TYPE	SMALL ENTITY	ISSUE FEE DUE	PUBLICATION FEE DUE	PREV. PAID ISSUE FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	NO	\$1770	\$0	\$0	\$1770	01/14/2013

EXAMINER	ART UNIT	CLASS-SUBCLASS
BURGESS, BARBARA N	2457	709-203000

01/15/2013 ZJUHR2	00000005 210765	09477991
01 FC:1501	1770.00 DA	

1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363).

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☐ "Fee Address" indication (or "Fee Address" Indication form PTO/SB/47; Rev 03-02 or more recent) attached. Use of a Customer Number is required.

2. For printing on the patent front page, list

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(A) NAME OF ASSIGNEE

(B) RESIDENCE: (CITY and STATE OR COUNTRY)

Sprint Communications Company L.P.

Overland Park, KS 66251

Please check the appropriate assignee category or categories (will not be printed on the patent): ☐ Individual ☒ Corporation or other private group entity ☐ Government

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5. Change in Entity Status (from status indicated above)

☐ a. Applicant claims SMALL ENTITY status. See 37 CFR 1.27.☐ b. Applicant is no longer claiming SMALL ENTITY status. See 37 CFR 1.27(g)(2).

NOTE: The Issue Fee and Publication Fee (if required) will not be accepted from anyone other than the applicant; a registered attorney or agent; or the assignee or other party in interest as shown by the records of the United States Patent and Trademark Office.

Authorized Signature

*Melissa A. Jobe*

Date

1-8-13

Typed or printed name Melissa A. Jobe

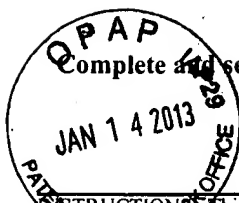
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54,605

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2 \_\_\_\_\_  
3 \_\_\_\_\_

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Authorized Signature

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Typed or printed name Melissa A. Jobe

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